



Severity Level Matrix

Severity Level	Impact	Description
1	Severe Business Impact	<ul style="list-style-type: none">• An outage, severe performance degradation, or other failure of one or more critical systems, functions, or services that have a severe business impact across multiple users, prevents multiple end users from working, or affects a priority end user from working.• Examples: Outage affecting a server, router, switch, PABX
2	High Business Impact	<ul style="list-style-type: none">• An outage, severe performance degradation, or other failure of one or more non-critical systems functions or services which prevents a single end user from or substantially impairs that end user's ability to use his or her PC.• Examples: Outage causing and end users PC to be completely unavailable; network printer down, phone handset down
3	Low Business Impact	<ul style="list-style-type: none">• Any incident or breakdown that adversely affects an end user's ability to work and for which there is a reasonable and practical work-around with minimal or no loss of efficiency or functionality.• This Level covers incidents in which the user is still able to work but has lost some functionality and inquiries by an end user for information related to IT services.• Examples: A "how to" question or the failure of a peripheral device
4	Soft IMAC	Any install, move, add, or change in the system which can be accomplished remotely and which is unrelated to any Severity Level 1, 2, or 3 issues.
5	Hard IMAC	Any install, move, add or change in the system requiring an onsite presence and which is unrelated to any Severity Level 1, 2, or 3 issues.